

CIT Customer Service Report for the Telecommunications Branch



For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM

Snapshot Date: 7/1/2009 7:30:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Billing	0	0	0	1	0	0	0	0	0	1	0
Circuits	0	0	0	22	0	0	3	0	0	19	0
Conferencing	7	0	0	15	0	0	1	4	0	17	2
DELPRO	17	0	0	161	0	0	109	14	0	55	1
General Info	67	0	0	1	1	0	7	41	0	19	6
New Request/Termination	42	0	0	4	0	0	15	4	0	27	3
Operator Services	2	0	0	1	0	0	0	1	0	2	3
Phones/Accessories	25	0	0	14	0	0	4	15	0	20	3
Repair	13	0	0	0	0	0	3	2	0	8	5
Repairs	106	0	0	538	1	0	23	97	0	523	1
Residential Services	0	0	0	2	0	0	2	0	0	0	0
Training	23	0	0	0	0	0	2	15	0	6	7
TSR	110	0	0	511	0	0	172	101	0	348	1
User Change	2	0	0	0	0	0	0	0	0	2	6
Verizon Phone Book	1	0	0	0	0	0	0	1	0	0	5
Voice Mail	53	0	0	2	0	0	2	50	0	3	5
Grand Total:	468	0	0	1272	2	0	343	345	0	1050	2

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Total Tickets Closed:	1395
Total Tickets Assigned/Pending/Checked Out:	345
Total Tickets Created:	1740